Hiring Reform Frequently Asked Questions

About USA Staffing, Selection Manager and Application Manager

Question: What is USA Staffing?

Answer: USA Staffing is the technological backbone used by HR professionals to receive resumes and assessment answers from USAJOBS and Application Manager. It helps to identify highly qualified candidates for announced job vacancies and refer them to the selecting official. This system will replace the current RESUMIX system.

Question: What is Selection Manager?

Answer: Selection Manager is the hiring manager's interface for USA Staffing. In this tool, hiring managers can review referral lists or certificates (commonly called "certs"), view application materials, make hiring decisions and return certificates electronically to their HR office. This tool will replace the CHART Certificate Builder.

Question: How do I get a Selection Manager account?

Answer: At the time of your first recruitment using USA Staffing, your HRSC recruiter will email you a user ID and information on how to establish a password for the Selection Manager system. The email notification will also include links to the Selection Manager Quick Start and User Guides.

Question: Where can I find information on Selection Manager?

Answer: A fact sheet with information and links to a variety of Selection Manager resources is available on the DON Office of Civilian Human Resources website at www.public.navy.mil/donhr/Employment/HiringReform1/Selection%20Manager%20Fact%20Sheet.pdf

Question: Beyond the resume, how much of the applicant's information will be accessible to hiring managers when using Selection Manager?

Answer: Only those supporting documents submitted by the applicant that are applicable to the selection will be available for the manager to view and print, including resumes, cover letter and any work samples requested in the vacancy announcement. Supporting documents such as veterans' documents or requests for personnel actions will only be available to the HRSC specialist.

Question: What is Application Manager and how does it fit in to the hiring process?

Answer: Application Manager is a component of USA Staffing used by applicants. It allows applicants to address their experience as it relates to the position through a targeted assessment questionnaire, as well as to upload required documents such as a resume, transcript and veteran's preference documentation (DD214). This information is transferred to the HR professional and used to determine quality ratings.

Creating and Viewing Assessment Questionnaires

Question: How will assessment questionnaires be developed?

Answer: The HRSC specialist will work in conjunction with the subject matter expert (typically the hiring manager) to develop assessments. The assessment factors and task statements come directly from the job analysis completed by the hiring manager and HRSC specialist. Critical knowledge, skills and abilities (KSAs/competencies) are identified for the vacancy and then linked to specific tasks needed to perform these KSAs. Additional requirements, such as, certifications, license requirements, etc., will be noted. The KSAs, tasks statements and position requirements make up the assessment questionnaire for a particular vacancy.

Question: What type of training is available for the hiring manager and HRO on job analysis and assessment development?

Answer: Two short web-based training overviews are available on the DON Office of Civilian Human Resources website. Job Analysis is available at www.public.navy.mil/donhr/Employment/ HiringReform1/Overview%20of%20Job%20Analysis.htm.

Assessment Development is located at www.public.navy.mil/donhr/Employment/HiringReform1/ Overview%20of%20Employment%20Assessment.htm

Question: Will the HRO or hiring manager be able to see the assessment questions and answers in Selection Manager for referred applicants?

Answer: The hiring manager and any individuals who have permission to share access to the referral list can view the assessment questions and applicant responses within Selection Manager.

My Role in Hiring Reform and the Hiring Process

Question: Will routing of Requests for Personnel Action (RPAs) be affected by the transition to USA Staffing? Will activities still send all recruitment RPAs to the HRO?

Answer: All recruitment RPAs are to be routed from the hiring manager/administrative staff directly to the appropriate HRSC.

Question: Will open continuous announcements (OCAs) be used on USAJOBS?

Answer: OCAs will not be used at this time. There may be some limited registers established at later dates and as the need occurs. Because of the requirement to address specific individual assessment questions that address knowledge, skills and abilities (KSAs) for each job vacancy, the use of OCAs will be limited to DON activities or occupations where the job duties are the same or similar, allowing for standard assessment questions.

Question: Will applicants be pre-screened for time-in-grade and positive education requirements?

Answer: Time-in-grade — With limited supporting documentation submitted up front, it will be difficult to make a final determination on time-in-grade until after a selection is made. However, every effort will be made to verify this factor.
Positive education — Applicants will be screened based on questions asked in the occupational assessment questionnaires and using the transcript submitted as part of the application package.

Question: Will the HRSC verify eligibility prior to issuance of the certificate (cert)?

Answer: With limited supporting documents required of applicants, the HRSC recruiter will make every attempt to verify eligibility before issuing the cert. However, there might be some instances when a full determination cannot be made at that time (i.e. time-in-grade). Having supporting documents up front should help shorten the time to hire, specifically in verifying eligibility and making the tentative offer.

Question: Where can I find more information regarding my role as a hiring manager in hiring reform and the hiring process?

Answer: The DON has created a reference guide to help hiring managers identify their roles and responsibilities in the hiring process. This guide is available at www.public.navy.mil/donhr/ Employment/HiringReform1/DON%20Your%20Part%20in%20Hiring%20Reform%20Reference%20v8.pdf